

# Checklist for Hotwire Consultation and Installation

## Scheduling Consultation and Installation Appointments

- Call 239-217-3262 to schedule your consultation (required prior to your installation)
- After consultation, receive email from Hotwire and click on link to schedule your installation

## Equipment - Make sure you get the following equipment (see page 2)

- Outlet box on wall where fiber comes into unit (Don't allow just a hole in drywall with wire coming through - see item 1b on page 2)
- Optical Network Terminal (ONT/modem) (item 2) – Consult with technician on location of ONT/modem but preferred not in the garage.
- Two Eero Pro Routers – Make sure you get 2 (Item 3) – Consult with technician on location of the two Eero Pro routers.
- Two Fision TV Boxes (more if you ordered additional boxes) (Item 4). Hotwire will only give you the 2 boxes if you have 2 TVs to hook up.
- Two TV Remotes – (Item 5)
- If you purchased the surge suppressor with battery back-up, ask the installer to use it for the ONT and first Eero Router. Otherwise, they use a surge suppressor that does not have battery backup.

## Connections Set Up – Make sure the following is set up and working

- Wi-Fi user ID and password are set up and Wi-Fi is discoverable
- TVs are connected to Fision TV channels and all premium packages you ordered are working
- Remote devices can connect to Wi-Fi (computers, tablets, phones, etc.)
- Printers are set up on the network and you can print
- Ask to have the TV Remote operation demonstrated to you
- Make sure your phone works if you are getting Hotwire phone service
- Ask the technician to help you download and set up the Eero App and the Hotwire Fision TV app

## Help from Hotwire

- 239-217-3262 – Call this number if you need help after the technician has left.

# What the Hotwire Equipment Looks Like

1a



Fiber termination box  
(in closet 2<sup>nd</sup> floor)

1b



Into storage room  
(1st floor)

2 Optical Network Terminal (ONT / modem)



3 2 Routers – Eero Pro



4 2 Fision TV Boxes



5 2 TV Remotes with Voice